

## **POLICY 1.1**

**TITLE:           BASIC TELECOMMUNICATIONS  
                  COURSE (BTC) SPECIFICATIONS**

**DATE:           JUNE 1999**

### **I.       Services to be Provided**

The approved course sponsor agrees to provide the Basic Telecommunications training course in accordance with the course specifications established by the training vendor of the OETS approved course being offered. Refer to the vendor's implementation guide or Instructor Manual for further information.

- A.       All approved basic telecommunications courses shall include a 40-hour course of instruction including, but not limited to, the following topic areas:
  - 1.       Interpersonal communications and basic caller interrogation skills and telephone techniques;
  - 2.       Recording information, message construction, and transmission;
  - 3.       Overviews of police, fire, and EMS functions and use of standard operating procedures;
  - 4.       Public safety telecommunications systems;
  - 5.       Radio broadcasting rules and procedures;
  - 6.       Telecommunicator legal issues, security, and privacy issues; and
  - 7.       New Jersey's Enhanced 9-1-1 System and Operating procedures.

Additional topic areas may be added by the training vendor.

### **II.     Definitions: Candidates/Students**

#### **A.       Affiliated Candidate**

An affiliated candidate is one who is either already employed by or sponsored by a public safety agency at the time of enrollment in the course.

#### **B.       Unaffiliated Candidate**

An unaffiliated candidate is one who is not affiliated with a public safety agency at the time of enrollment in the course.

#### **C.       Eligible Student**

An eligible student is one who meets the prerequisite requirements as listed in Policy 2.1.

D. Test Eligible Student

A test eligible student is one who completes all of the requirements of the BTC training sessions or who has completed the requirements to qualify for re-testing.

III. BTC Training Standards

A. Course Schedules

1. All BTC training courses shall adhere to the standards established within this policy manual and those established by the approved training vendor.
2. The minimum course length is 40 hours. The length of the course schedule may depend on the training resources available--a course that incorporates supplemental material such as field trips or guest speakers may require more time than one that doesn't have these resources available. The previous experience and knowledge levels of the trainees is another factor which may impact on training hours required.
3. The Lead Instructor or Course Coordinator shall submit a Course Registration form for each course to the Office of Emergency Telecommunication Services (OETS) for approval. In some cases the Course Registration form may be forwarded to OETS through the approved training vendor. Copies of basic telecommunications course registration forms are found in Appendix 12.
4. Course registration forms shall be submitted to OETS no less than thirty days prior to the first day of the course.
5. The location and dates of the course sessions shall be indicated on the registration form. The Lead Instructor shall be responsible for notification to OETS of any changes of location or schedule.
6. Each instructional session shall comply with the applicable lesson plan of the approved training vendor.
7. The practical skills taught to the student shall comply with any recognized standard of care, policy, and guidelines promulgated by OETS.

B. Facilities

All approved course sites shall provide a climate controlled environment that will take into consideration the preparation, procedures, and requirements of the students and the instructors. All instructional facilities must be maintained in a clean and sanitary condition. The facility must be free of noxious odors. Each approved course site shall adhere to the current requirements as outlined in the Americans with Disabilities Act (ADA Handbook: Appendix B, ADA Accessibility Guidelines). Additionally, each approved course site will include as a minimum:

1. An area, such as an auditorium, classroom, amphitheater, or lecture hall, capable of accommodating all students and staff for lecture sessions. This area shall be quiet and free from distractions.

2. Practical session work areas (i.e., classrooms) with seating and work areas to accommodate small groups. Work areas are to be arranged so that student groups can work independently and free from distractions.
3. Readily available rest room facilities.
4. Audio-visual capabilities (e.g., 35 mm slide projector, VCR with monitor, cassette tape player, overhead projector, chalkboard, or whiteboard).
5. Capability to store and secure all training materials and course records (on or off site).
6. Minimum quantity of equipment, appropriate for the number of students.

C. Staffing

All courses shall be conducted by instructors certified by OETS or an approved training vendor.

D. Student Enrollment

1. All Lead Instructors or Course Coordinators are responsible for processing student enrollment. A student registration and attendance record form shall be established for each student at the first course session. Copies of student registration forms are found in Appendix 13.
2. There is no minimum number of students per course, the maximum number of students per course is established by the approved training vendor. The Lead Instructor or Course Coordinator must ensure that the facility has sufficient resources for the number of students and staff involved.
3. The sponsoring agency may impose restrictions on candidates for enrollment in accordance with that agency's standing policies and procedures.

E. Course Processing Summary

1. The Lead Instructor, Course Coordinator, or training vendor shall register the course for approval by OETS no later than 30 days prior to the first scheduled class day.
2. OETS or the approved training vendor will assign a course number to approved courses and fax the completed Class Registration Form to the Lead Instructor.
3. Upon receipt of course number and approval, the Lead Instructor shall contact OETS to arrange receipt of training materials.
4. By completion of the first class session, the Lead Instructor shall verify that all enrolled students meet any prerequisite requirements for eligibility.
5. The Lead Instructor shall monitor all practical and written examinations and shall be responsible for securing the paperwork associated with these examinations.

6. After the last class session, each student shall complete a course and instructor evaluation form. These forms shall be collected by the Lead Instructor and forwarded to OETS with other course paperwork.
7. No later than two business days after the last class session the Lead Instructor shall forward all course paperwork to OETS. The Lead Instructor shall also contact OETS to return of any loaned materials.
8. OETS or the approved training vendor will review course materials to verify all students met prerequisite requirements, fulfilled all course requirements, and attained passing grades on practical and written examinations.
9. Certificates will be issued to all successful candidates. The certificates will be forwarded through OETS to the Lead Instructor for distribution. The Lead Instructor will be advised of any students who failed to meet the standards for any component of the course. This notice will be forwarded to the Lead Instructor with the certificates.